



POSITION DESCRIPTION

Family Violence Counsellor

This position description describes the scope and skills required of the Family Violence Counsellor at Link Health and Community (Link HC). The position description may be subject to periodical reviews.

POSITION: Family Violence Counsellor

REPORTS TO: General Manager - Health and Wellbeing.

LOCATION: Based at Link Health and Community Clayton and Batesford site and may be required to work across all Link Health and Community sites.

ORGANISATIONAL CONTEXT:

Link Health and Community is a multi-sited community health service, providing a comprehensive range of health and community services primarily to residents of the City of Monash and surrounding communities.

The Link HC Vision is: Healthier people participating in their communities

Underpinning principles in achieving this vision are that Link HC:

Recognises that the health of individuals and the community is influenced by social and environmental factors as well as individual's access to health services and plans and delivers our services accordingly.

Recognises that client, community and staff engagement in all aspects of our activities is essential for effective governance.

Strives to provide quality services, in a professional, timely manner, to clients from culturally and linguistically diverse backgrounds and to clients who are hearing impaired who use sign language as their primary mode of communication.

Link HC is committed to partnering with other organisations to offer integrated health and well-being services that are consistent with state-wide health needs and social priorities.

Link HC actively places the individual at the centre of their care so they can take part in their community. This is done by providing information and skills to help consumers make their own decisions and formulate their own goals; helping them to stay motivated, foster independence, health and wellbeing.

The Link HC Guiding Values are:

We **care** for our community and for the people who use our services

We **listen** to people who need our services and we advocate for our community

We provide **accessible**, innovative, and high-quality services and programs

We **partner** with other organisations to ensure the development and delivery of better services

POSITION CONTEXT OBJECTIVE

The principal objective of this position is to provide high quality, comprehensive family violence counselling, group and support services. This position will provide a range of responses that include facilitation of the Men's Behaviour Change Program and wider support to the Link HC's family violence program. From time to time, and as appropriate, therapeutic responses can be offered to women and children affected by family violence.

The role requires a working knowledge of family violence frameworks and an ability to coordinate responses targeting the wider issues associated with family violence that often include trauma, mental health, substance use and other diverse issues.

The family violence program at Link HC uses relies on knowledge of current evidenced based practice which will enable long lasting positive outcomes and sustained change.

DUTIES AND RESPONSIBILITIES

The position holder will provide quality services in line with the program aims, funding guidelines and the vision and values of Link HC. The services provided include, but are not limited to:

1.0 Service Delivery

The position holder will support the provision of Family Violence Counselling. These services will be in line with program aims, funding guidelines, service agreements, and the vision and values of Link HC.

Primary services provided include but will not be limited to: -

- 1.1 Provide high quality, evidence-based individual counselling responses to family violence presentations.
- 1.2 Engage, assess and monitor clients to ensure their safety using risk assessment frameworks. Implement strategies to manage any risk in accordance with the "No to Violence" (NTV) Minimum Standards and report clients identified as "at risk" to the line manager.
- 1.3 As appropriate, provide therapeutic group programs to women, children and families who have been exposed to family violence.
- 1.3 Develop and maintain excellent working relationships with other internal professional services including allied health, mental health, and AOD services. Engage with external stakeholders including family violence peak bodies, statutory and referring agencies for positive treatment outcome for clients.
- 1.4 Competently assess and facilitate Men's Behavioural Change Programs in accordance with NTV minimum standards, targeting men who have perpetrated family violence.

- 1.5 Adhere to professional standards in relation to the client group and representing the organisation.
- 1.6 Provide a range of therapeutic services to the client that includes assisting them to identify their needs and undertaking appropriate measures to assist them to ascertain their goals, tasks, timeframes and outcomes.
- 1.7 Proactively provide necessary support to the client and their family to establish and maintain linkages in the community including timely referral to other services and or providers.
- 1.8 Ensure all mandated and agreed organisational frameworks and tools are routinely used with each client.
- 1.9 Ensure that all client health records are accurate and statutory reports are completed as required.
- 1.10 Meet the organisational funding targets for Family Violence programs and service delivery.

2.0 Administration

- 2.1 Ensure up to date records according to quality standards and contribute to ensuring safe custody and confidentiality of all records whether in hard copy or electronic format.
- 2.2 Prepare and maintain appropriate statistical data, reports and analysis activities as required.
- 2.3 Supervise students and volunteers as required, or as appropriate.
- 2.4 Communicate with General Manager - Health and Wellbeing. in respect to role responsibilities and professional expertise to assist with program development.
- 2.5 Work collaboratively with service providers in Link HC teams and in the broader service system to ensure that Link HC provides integrated services.
- 2.6 Participate in identifying professional development and training needs and attend professional development activities as required.

3.0 Health Promotion

- 3.1 Contribute to Link Health and Community health promotion activities and participate if required in developing relevant programs and projects in line with Link HC's Health Promotion Plan.
- 3.2 Work collaboratively with other disciplines in developing a comprehensive multi-disciplinary health promotion approach to the local community as required.

4.0 Quality Improvement and Professional Development

- 4.1 Support the organisational culture, which promotes continuous service improvement and innovation.
- 4.2 Contribute to the QIP Accreditation Process, including identifying, developing, implementing and evaluating quality improvement activities.
- 4.3 Participate in identifying professional development and training needs and attend professional development activities as required.
- 4.4 Assist the Human Resources Manager in developing policies and procedures for Link HC human resources practice as appropriate.

5.0 Occupational Health & Safety (OHS)

- 5.1 Actively support a range of activities in accordance with Occupational Health & Safety legislation obligations and in line with the Link HC Risk Management Program.

- 5.2 Support and participate in the Link HC OH&S Risk Management Plan and implement the plan (where appropriate) at discipline/organisation level.
- 5.3 Assist in maintaining a safe work environment by reporting incidents of unsafe work practices, sites/areas or equipment.
- 5.4 Report injuries in the Site Register.
- 5.5 In the event of a workplace injury occurring, cooperate fully with the nominated Return to Work Coordinator, treating medical practitioners and health professionals to facilitate an early return to work and access to an appropriate rehabilitation program.

6.0 Equal Employment Opportunity.

- 6.1 The position holder is required to observe and practice the principles and obligations of Equal Employment Opportunity, which include:
 - A workplace which is free from harassment;
 - Ensuring that activities and practices prevent and eliminate unlawful discrimination
 - Promote merit and equity in the workplace.
- 6.2 will contribute to the successful management of diversity in the workplace.
- 6.3 will, if and when required, co-operate with any relevant enquiry into complaints and attend supervision and performance management meetings.

7.0 Community Engagement and Consumer Participation

Link HC values collaboration with consumers and community members to improve the way our services are developed, planned and delivered. We are committed to community engagement and consumer participation and as such support ways in which the community's health can be optimized and its strengths are recognized and built upon by encouraging all staff to:

- Support and contribute to the goals and objectives of the Community Engagement and Consumer Participation Policy.
- Actively participate in recruiting consumers, carers, and the community to participate in all aspects of the organization.
- Promote awareness that Link HC encourages consumer, carer, and community participation at all levels of the organisation.

Work collaboratively with other staff, the community and consumers to plan, implement and evaluate services, projects and programs.

8.0 Organisation Policies & Procedures

- 8.1 Maintain currency of knowledge and practice with Link HC specific Regulations, Policies and Procedures as applicable to the position and as amended from time to time.

9.0 Code of Conduct

- 9.1 The Link HC Code of Conduct provides a framework of expected behaviours with the view to ensuring that Link HC is a safe work environment with the expectation that all dealings are conducted with integrity and respect at all times. All employees are expected to understand and abide by the Code of Conduct.

REPORTING RELATIONSHIPS

This position is accountable to the General Manager - Health and Wellbeing.

Performance Review:

Criteria:

Participation in regular performance appraisal based on a documented individual performance plan with stated performance indicators including output targets is expected. The performance plan and outputs will be negotiated in accordance with a regular cycle of review.

QUALIFICATIONS AND EXPERIENCE REQUIRED

Essential

- A professional qualification in Social Work, Counselling or equivalent professions.
- A current registration with an accredited professional body relevant to the position.
- Demonstrated advanced counselling experience and or ability to engage, support and work with the client group and their families who have experienced family violence.
- Demonstrated skills and experience in short to midterm counselling interventions that work across the clients presentation from assessment, treatment and discharge planning.
- Demonstrated understanding and qualifications in NTV men's behavioural change process which focuses on the gendered nature of family violence and for men taking responsibility for stopping family violence.
- A commitment to advocating for no to violence and for the safety of women and children who are exposed to male perpetrator violence.
- Capacity to offer secondary consultation to other Link HC professionals who have concerns for the wellbeing of their clients.
- Highly developed group facilitation skills work in NTV Men's Behaviour Change groups with 100 + hours in facilitating one or more Men's Behavioural Change programs.
- Completion of the NTV "No to Violence" Graduate Certificate in Men's Behavioural Change Group Facilitation Program.
- Highly developed interpersonal, verbal and written communication skills.
- Ability to work both autonomously and within a multidisciplinary team.
- Sensitivity and understanding of working with the needs of diverse and CALD populations.
- Demonstrated knowledge of principles of confidentiality, client rights and responsibility and actively following professional requirements under the Privacy Act.
- Competency across a range of IT platforms including Microsoft applications and client data management systems.
- Sound knowledge of working in Community Health.
- Current Police Check.
- Current Working with Children's Check.
- Current Drivers Licence.

Desirable

- At least 2 years of assessment, counselling and group support in the family violence sector.
- Experience in working within multidisciplinary teams.
- Family Therapy experience in child, parent and families affected by family violence would be an advantage.

KEY RESULT AREAS

- KRA 1** Meet the funding targets requirements specified by Link HC under their contractual arrangements.
- KRA 2** Ensure all documentation is completed in accordance with Link HC Policy, Procedures, and legislative compliance.
- KRA 3** Data entry is accurate and completed within agreed time frames.
- KRA 4** Contribute to a culture of continuous quality improvement in alignment with accreditation standards.
- KRA 5** Work proactively with various disciplines within the organisation to ensure best practice outcomes in a community health setting.
- KRA 6** Responding to men family violence in alignment with NTV minimum standards.

SERVICE VALUES

The values of Link HC will be demonstrated by:

Caring for our community and for the people who use our services

Listening to people who need our services and who we advocate for our community

Providing **accessible**, innovative, and high-quality services and programs

Partnering with other organisations to ensure the development and delivery of better services

Approved:

Van Ta Placidi
General Manager - Health and Wellbeing.
Link Health and Community

I acknowledge and agree that the above position description is an accurate reflection of the

Signed:
Employee

Name:

Date: